



## Job Description and Person Specification for Family Liaison Officer

**Post Held:** Family Liaison Officer

**Responsible to:** Head Teacher, DHT, AHT, Lead FLO, IPSL

**Liases with:** Class teacher, HT, DHT, AHT, SENCO, IPSL, Lead Family Liaison Officer, FLOs and parents

**Salary:** Bucks Pay 2 £21,879 - £23,961 FTE (Actual salary £18,103 - £19,826)

This job description lists the key areas for which the Family Liaison Officer expected to accomplish within the role. The Family Liaison Officer will work alongside the DSL and FLO/ pastoral team of the school in order to target services and enlist members of the wider community to support all families and pupils within William Harding School. The Family Liaison Officer will have a specialist focus on behaviour support.

It is agreed that this job description can be developed at any point to reflect the changing needs of the school. Alongside this job description you may be requested to undertake other duties from time to time as required by the Head teacher.

### **1. Plan and carry out specific support for pupils to be successful and have good learning behaviours through activities which deliver targeted resources, materials and provision based upon need within the school community.**

- To instigate positive mentoring relationships through the development of appropriate and creative interventions for the identified child, tailored to their needs, such as: support in class, 1:1, small group work
- To complete direct work with children as directed by the Lead FLO or IPSL
- Support the achievement of pupils through pastoral support, behaviour support and parental engagement
- Support the needs of families by working alongside them in a variety of contexts, on the school gate before school, drop in sessions, attending parent/teacher meetings etc
- Provide support, guidance and problem-solving to families to address issues related to family functioning in an individual or group setting using techniques such as active listening, conflict resolution and basic group counselling techniques to resolve the identified problems, needs and risks.
- Provide parenting skill building to families on issues such as parent-child interaction, child development, discipline and guidance, and behaviour management
- Liaise with AHT, teachers and TAs on writing and implementing behaviour plans
- Work with external agencies to put support in place e.g. PRU
- Support pupils to understand their emotions and behaviours and how to improve them
- Provide emotional support to children and parents through individual or group mentoring sessions
- Provide feedback to the leadership team on the development and impact which the role is having on the school community

### **2. Support the school to provide a range of extended school services.**

- Liaise with school staff and external agencies to map out and provide a varied menu

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- of activities for all children, including targeting the children who are ‘hard to reach’
- Support school staff and parents in the swift and easy referral to a range of specialist Services

### 3. Develop family based learning events designed to engage families in improving family communication, family learning, attendance and achievement.

- Support the induction of new families joining the school during term time by completing home visits to ascertain need
- Be part of the attendance team and follow school procedures to improve pupil’s attendance; including daily home visits, attendance meetings with parents and parent contract meetings
- Support ‘Late Gates’ procedures to ensure pupils arrive punctually and support is given to families in need
- Provide regular drop in sessions and provide parents with links to extended services
- Communicate and publicise events effectively to reach all families using a variety of methods
- Collaborate with school staff, community members and families to develop programmes and activities geared to reach families who are underrepresented because of social, economic, racial and/or language barriers

### 4. Support teachers/staff and families to develop strong partnerships and enhance communication between families, pupils and school staff.

- Communicate regularly with Headteacher, leadership team and teachers regarding parents and families with ideas or concerns
- Work alongside specific pupils who are showing signs of being ‘at risk’. Put a personalised approach in place and support the children in improving attitudes to school and self

### 5. Arrangements for appraisal of performance

The role of the Family Liaison Officer will be monitored through the school’s performance management programme and by members of the SLT.

### Person Specification

	Essential	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of supporting children and families</li> <li>• Experience of providing support, guidance and problem-solving to families</li> <li>• Experience / skills supporting pupils with behaviour</li> <li>• Experience in Attendance procedures/systems</li> <li>• Experience working as a TA in a school</li> </ul>	<ul style="list-style-type: none"> <li>• Attendance CPD</li> </ul>
<b>Understanding</b>	<ul style="list-style-type: none"> <li>• A good understanding of child development and learning processes</li> <li>• A good understanding of behaviours and how to support children with them</li> <li>• Awareness of policies relating to equal opportunities, confidentiality and data protection</li> </ul>	

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	<ul style="list-style-type: none"> <li>• Awareness of how positive mentoring relationships affect pupil outcomes and behaviours</li> <li>• Awareness of pastoral support and parental engagement programmes with visible impact</li> </ul>	
<b>Qualifications or Training</b>	<ul style="list-style-type: none"> <li>• GCSE English Language Grade C or above or equivalent</li> <li>• GCSE English Literacy Grade C or above or equivalent</li> <li>• GCSE Maths Grade C or above or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Any other qualifications relevant to post</li> </ul>
<b>Practical Skills</b>	<p>Ability to;</p> <ul style="list-style-type: none"> <li>• support the school's vision and aims</li> <li>• plan, resource and deliver a set programmes of work</li> <li>• monitor and evaluate approaches of support</li> <li>• advise and support parents in the delivery of programmes at home</li> <li>• co-ordinate record keeping systems and processes in line with school policy</li> <li>• support pupils with behaviour needs</li> </ul>	<p>Ability to;</p> <ul style="list-style-type: none"> <li>• Use SIMS</li> <li>• Use attendance systems</li> <li>• Use IT to support the role</li> </ul>
<b>Personal Qualities &amp; Attributes:</b>	<ul style="list-style-type: none"> <li>• To communicate effectively in standard English (attributes)</li> <li>• The ability to work independently and as part of a team</li> <li>• High expectations of themselves and the team, families and children they support</li> <li>• Calm and rational</li> </ul>	<ul style="list-style-type: none"> <li>• A sense of humour</li> <li>• An ability to listen</li> </ul>